COMMON COURSE OUTLINE: Course discipline/number/title: SMGT 1110: Interpersonal Skills for Supervisors

A. CATALOG DESCRIPTION
   1. Credits: 1
   2. Hours/Week: 1
   3. Prerequisites (Course discipline/number): None
   4. Co-requisites (Course discipline/number): None
   5. MnTC Goals (if any): NA

   This course is designed for students to learn and demonstrate interpersonal skills in workplace situations. Students will identify and demonstrate skills specific to supervisory responsibilities, such as providing feedback, collaborating with peers, dealing with conflict, gaining support from others, and expressing ideas efficiently. Students will participate in team projects and small group discussions and will complete a personal interpersonal skills action plan as one of the required course outcomes.

B. DATE LAST REVISED (Month, year): November, 2001

C. OUTLINE OF MAJOR CONTENT AREAS:
   1. Stages of the communication process
   2. Qualities of listening
   3. Providing clear directions
   4. Barriers of communication
   5. Nonverbal communication
   6. Giving and receiving feedback
   7. Working with difficult people

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
   1. Explain how the communication process works and the components that will cause a supervisor to be successful in the workplace.
   2. Identify communication styles and barriers.
   3. Develop a communication plan with critical contact in our organization.

E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
   1. Oral Presentations
   2. Group Activities
   3. Individual Projects
   4. Papers

G. SPECIAL INFORMATION (if any): None